

# FRESNO, CALIFORNIA

## CLASS SPECIFICATION

### POLICE ADMINISTRATIVE SUPPORT ASSISTANT

**FLSA STATUS:**

Non-Exempt

**CLASS SUMMARY:**

The Police Administrative Support Assistant is the first level in a two level Safety Non-Sworn Administrative Support series. Incumbents are responsible for performing specialized clerical functions which, depending on area of assignment, are associated with records storage and retrieval, information dissemination to the public regarding police cases, and/or the processing of release forms for release of impounded vehicles.

Distinguishing characteristics within the class, based upon assignment are, at entry, responsibility for assisting with and learning how to perform the essential duties of the classification under close supervision. Senior positions are responsible for independently performing the essential duties of the classification, and may train other personnel.

The Police Administrative Support Assistant is distinguished from the Police Administrative Support Technician, which is responsible for providing advanced clerical support to Police Department personnel.

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

**FRE-  
QUENCY**

- |    |   |               |
|----|---|---------------|
| 1. | Serves as a liaison between assigned division and other internal departments, external agencies, and/or citizens.   | Daily<br>20%  |
| 2. | Responds to requests for information from the general public and outside agencies, in person, by US Mail, over the telephone, fax and via e-mail; answers routine questions and/or responds to more complex inquiries requiring the interpretation of policies and procedures; directs callers to appropriate internal departments and/or external organizations. | Daily<br>20%  |
| 3. | Prepares and disseminates a variety of routine and/or confidential correspondence and informational materials.  | Daily<br>10%  |
| 4. | Performs a variety of routine clerical activities in support of division operations, which may include: transcription; review of case documents; filing; processing mail; responding to e-mails; and/or, performing other related activities.   | Daily<br>10%  |
| 5. | Enters a variety of information into the law enforcement imaging and workflow automated system, and law enforcement records management system.  | Daily<br>10%  |
| 6. | Compiles and organizes a variety of data and information associated with operational activities utilizing information from databases, paper records, and/or other applicable sources.   | Weekly<br>10% |

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<b>TYPICAL CLASS ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)		<b><u>FRE- QUENCY</u></b>
7.	Queries and researches a variety of information in various law enforcement specific databases.	Weekly 15%
8.	May be required to retrieve records from off-site facility	Weekly 5%
9.	Performs other duties of a similar nature or level.	As Required

**Training and Experience** (positions in this class typically require):

- High School Diploma, or GED, and one year of general office experience are required;  
OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (positions in this class typically require):

- Typing Certificate
- Certification on the various statewide law enforcement data base systems, within probationary period.
- Successful completion of: polygraph test, psychological examination, medical examination, and an extensive background investigation (Not required upon successful completion of City of Fresno Helicopter In-Training program)

**Some positions, based on assignment, may require:**

- Basic Class C License.

**Knowledge** (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices;
- Applicable computer software packages;
- Legal terminology;
- Basic police procedures in assigned area of responsibility;
- Proper grammar, punctuation and spelling;
- Recordkeeping principles and practices;
- Filing principles and practices;
- Office procedures, principles, practices and equipment.

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#### **Skills** (position requirements at entry):

Skill in:

- Using computers and applicable software applications
- Safely operating and maintaining applicable tools and equipment
- Keyboarding
- Preparing, analyzing, and maintaining operational records
- Maintaining confidentiality
- Dealing tactfully with difficult people both telephonically and in person
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

#### **Physical Requirements:**

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, and repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping and walking.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

#### **Note:**

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

#### **Classification History:**

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

Reviewed by the City of Fresno

Date: 5/2008